GBS

IM Control

**IBM Sametime-based
Instant Messaging Management**

Expertise matters

⌐ GBS

About GBS

GBS is a leading supplier of solutions and services for the IBM collaboration platform. With the Competence Centers Security, Portal & BPM, Mobility and Modernization, GBS enables its customers to manage the challenges of today and tomorrow faster, easier and more targeted.

Customers

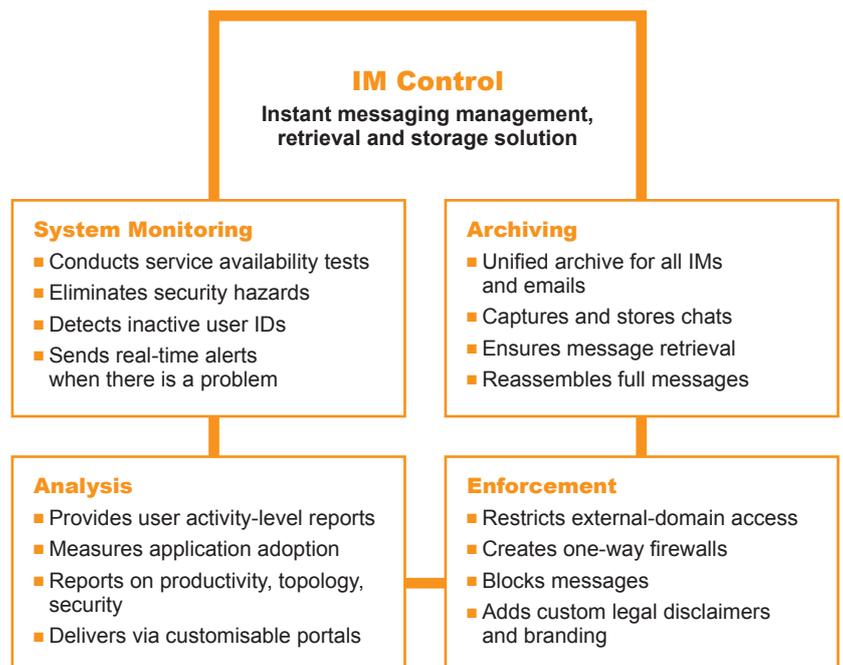Over 5,000 customers and more than 4 million users worldwide trust in GBS expertise.

A Complete Set of Integrated Controls for Managing, Processing and Storing Instant Messages

Instant messaging-controls play an integral and crucial role in safeguarding proprietary company information, they should be built right in to your organisation's internal communications and networking infrastructure. IM Control, an extremely powerful, centrally administered and scalable IBM Sametime management suite supporting leading third-party email archiving platforms, does just that.

Monitoring IM Chat sessions and e-meeting rooms across the enterprise, IM Control tightens security, making them virtually unbreachable by unauthorised users, provides detailed analyses and reports, and enforces legal discovery and compliance requirements. It also conducts system health checks for service availability, reliability and performance, including chat, file transfers, electronic meetings, whiteboard sharing and buddy lists. If a service issue arises, IM Control automatically sends real-time alerts via email or IM notifying system administrators.

Take Full Control of IBM Sametime Instant Messaging Communications

By correlating, archiving, filtering and working nonstop to capture and harness the never ending tide of instant-messaging data streaming from users both on the network and using mobile devices, IM Control automatically detects, locates, retrieves and reassembles any user activity with the potential to compromise the integrity of your organisation's internal communications or leakage of proprietary information.

IM Control
Instant messaging management, retrieval and storage solution

System Monitoring
- Conducts service availability tests
- Eliminates security hazards
- Detects inactive user IDs
- Sends real-time alerts when there is a problem

Archiving
- Unified archive for all IMs and emails
- Captures and stores chats
- Ensures message retrieval
- Reassembles full messages

Analysis
- Provides user activity-level reports
- Measures application adoption
- Reports on productivity, topology, security
- Delivers via customisable portals

Enforcement
- Restricts external-domain access
- Creates one-way firewalls
- Blocks messages
- Adds custom legal disclaimers and branding

Advantages Snapshot

- Health-check tests for performance and reliability regarding chat, electronic meetings

- Sends real-time alerts via email or IM when service problems or stability issues arise

- Blocks messages based on participant profile, keyword phrases, pattern matches or attachment types

- Inserts customised disclaimers and branding based on sender attributes and metadata

- Provides detailed user, activity level, productivity, topology, security and chargeback reports

- Enables IT to measure IM adoption and manage license deployment

- Archives chats in high fidelity, including pasted graphics, emoticons and explicit file transfers

- Reduces overall costs due to wasteful user behavior, such as leaving idle IM windows open

- Deploy without expensive proxy appliances

Whether the instant messages captured by IM Control are two-way conversations or emanate from chat sessions and rooms involving multiple users, your IT administrators or compliance staff can retrieve them fully assembled – with formatting, emoticons, graphics and explicit file transfers intact. Whatever the nature of your search, when it comes time to retrieve important messages, IM Control equips you with the tools to search all your email and instant messages in a single repository accessible using familiar commands.

IM Control Modules

- Real-time content blocking terminates sessions based on words, phrases, patterns and attachments

- Custom disclaimers and branding can be added to chats based on sender attributes and metadata

- Access restrictions permit external domain connections to authorised users only

- One-way firewalls let key personnel IM anyone, while only select contacts can send return messages

- Dynamic criteria-based chat archiving based on sender/recipients, domain, chat length and more

- Performance and availability probes detect service problems in real-time

- Ethical firewall enforcement blocks select employees or departments from messaging each other

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